



BUCKET NO. 10628ROUS01U (NORT10-00169)
Customer No. 33000

PATENT

15/C
Smc
10/21/03

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: : Michael C.G. Lee
Serial No. : 09/472,910
Filed : December 27, 1999
For : CALL FEATURES FOR AUTOMATIC CALL
DISTRIBUTION SYSTEM
Group No. : 2642
Examiner : Q.H. Nguyen

RECEIVED

AUG 21 2003

Technology Center 2600

MAIL STOP MISSING PARTS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

PRELIMINARY AMENDMENT

Prior to examination on the merits, please amend the application as follows: